

# SYSTEM & PROGRAM INDICATOR REPORT

FY2020  
7/1/19 - 12/31/19

**Our Mission**

To lead a coordinated, community effort to make sure everyone has a place to call home.

We thank our Partner Agencies for their assistance in collecting data and ensuring data accuracy for our community reports.

## FEATURED PROGRAMS OF EXCELLENCE

FY2020 Semi-Annual Period: 7/1/19 – 12/31/19



### DIVERSION & PREVENTION

**Exceeded every goal, including number of families served and successful outcomes.**



### PREVENTION

**Met every goal for numbers served, length of participation, and successful outcomes.**



### EMERGENCY SHELTER FOR YOUTH

**Met every goal for numbers served, length of stay, and successful housing outcomes.**



### ENGAGEMENT CENTER

**Exceeded every goal for numbers served, length of stay, and successful outcomes in both safety and shelter-to-housing programs.**

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Community Shelter Board is pleased to recognize and feature programs of excellence that demonstrated compelling results during the past reporting period. We aim to acknowledge extraordinary leadership, collaborative practices, and high quality operations and services among partner agencies in their work to serve people facing homelessness every day. Our network includes partners delivering an array of services including homelessness prevention, shelter, rapid re-housing, street outreach, and supportive housing.

Community Shelter Board sets specific outcomes with each partner agency, and performance is measured and reported in the accompanying report. We monitor data constantly to track how effectively the system is working to move people to stable housing. We partner with agencies both individually and as a system to continuously improve results.

Along the way, we relish the opportunity to take a moment to recognize the tireless efforts by these partners delivering critical services to those facing homelessness.

## TABLE OF CONTENTS

Overview .....	1
System Level Indicators	
Family Emergency Shelter .....	2
Men’s Emergency Shelter .....	3
Women’s Emergency Shelter .....	4
Emergency Shelter (Family, Men’s, & Women’s) .....	5
Prevention.....	6
Rapid Re-housing .....	7
Permanent Supportive Housing .....	8
Special Populations – Families .....	9
Special Populations – Pregnant Women .....	10
Special Populations – Veterans .....	11
Special Populations – TAY .....	12
Trends Appendix.....	13
Crisis Response for Single Adults.....	14
Program Level Indicators	
CPOA, Outreach, and Family Shelters.....	15
Single Adult Emergency Shelters .....	16
Permanent Supportive Housing .....	17
Permanent Supportive Housing/Transitional Housing.....	18
Rapid Re-housing, Prevention, and SSVF .....	19

## Overview

System and Program Indicator Reports are published quarterly and furnished to CSB trustees and the Continuum of Care. All reports are posted to [www.csb.org](http://www.csb.org). Results are also shared with CSB funders consistent with funding contracts and agreements.

The System and Program Indicator Report monitors the current CSB funded programs and some non-CSB funded programs that participate in our data system. The report evaluates each system and program based on a system or program goal, actual performance data, variances, and outcome achievements. Outcome achievement is defined as 90% or better of numerical goal or within 5 percentage points of a percentage goal, except where a lesser or greater value than this variance also indicates an achieved goal. Systems or programs which meet less than one-half of outcome goals are considered to be a “program of concern”. The following key is used to express outcome achievement status for each indicator:

<b>Outcome Achievement:</b>	<b>Key</b>
Outcome achieved	√
Outcome not achieved	≠
Outcome goal not applicable	N/A

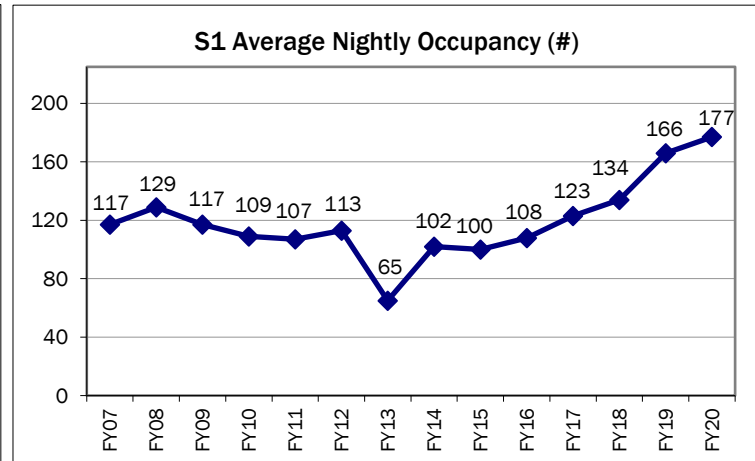
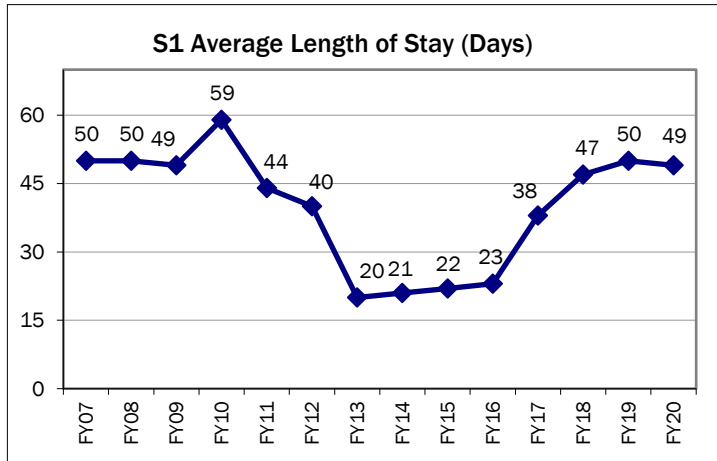
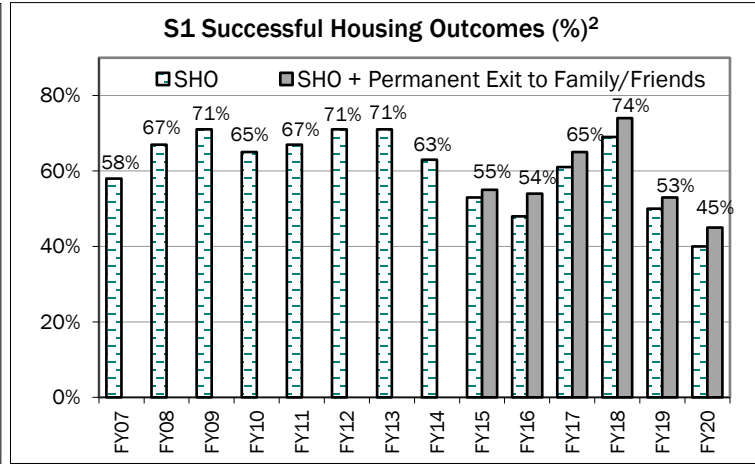
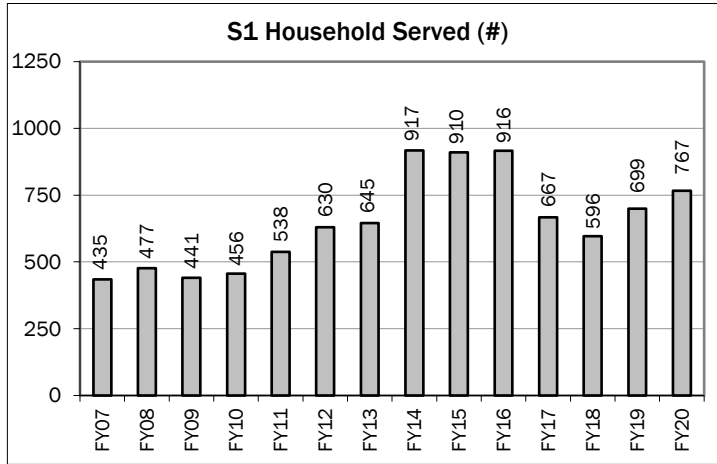
All data generated from the Columbus ServicePoint (CSP) and used in the report met CSB quality assurance standards, which require current and accurate data and a 95% completion rate for all required CSP data variables.

Data included in the report is analyzed per the Evaluation Definitions and Methodology document that can be found at [www.csb.org](http://www.csb.org) under the Publications section.

# System and Program Indicator Report



FY20 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	7/1/2019 - 12/31/2019	Goal	Actual	Outcome Achievement	Capacity <sup>1</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual	Outcome Achievement	Goal (%)	Actual (%)
Family System	650	767	√	114	177	38	49	≠	375	288	≠	70%	45%	≠



DEMOGRAPHICS	Family
Households Served	767
Percent Newly homeless	69%
Recidivism	5%
Clients Served	2,728
Average Age (HoH)	32
Gender - Female (HoH)	93%
Gender - Male (HoH)	7%
Veterans (U.S. Military) served	9
Veterans % of all adults	1%
Average Monthly Household Income	\$872
Percent Working at Entry	44%
Race - Black (HoH)	74%
Race - White (HoH)	25%
Race - Other (HoH)	1%
Non-Hispanic (HoH)	97%
Hispanic (HoH)	3%
Adults Served	1,069
Children Served	1,659
Mean Family Size	3.6
Average Number of Children	2.2
Adults 18-24 years (HoH)	18%
Children 0 - 2 years	27%
Children 3 - 7 years	35%
Children 8 - 12 years	27%
Children 13 - 17 years	11%
Pregnant Women Served	75
Long Term Disability (HoH)	13%
Franklin County Residents	87%

10 percent more households needed shelter compared to the same period of last fiscal year, reaching the highest occupancy rate historically for the reporting period. The success rate at exit from shelters decreased 8 percentage points, impacted by the high number of families served and the difficult housing environment. The employment rate at entry increased from the FY19 rate of 40% to 44% currently, coupled with an increase in average income (FY19 \$768). An additional 29 families stayed in the Overnight shelter program only, waiting for a face-to-face shelter eligibility assessment. These families were subsequently either diverted from shelter or self-exited.

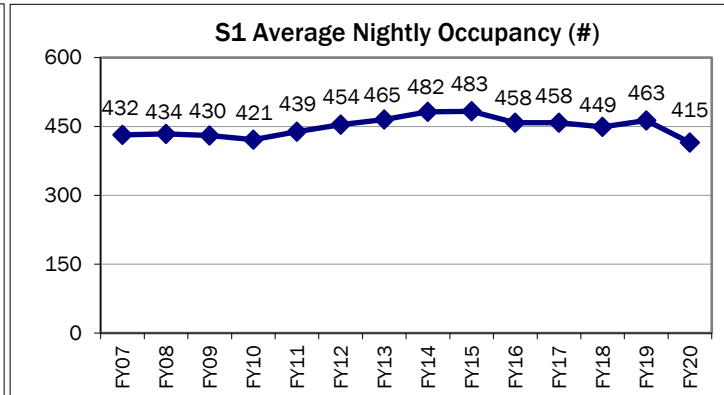
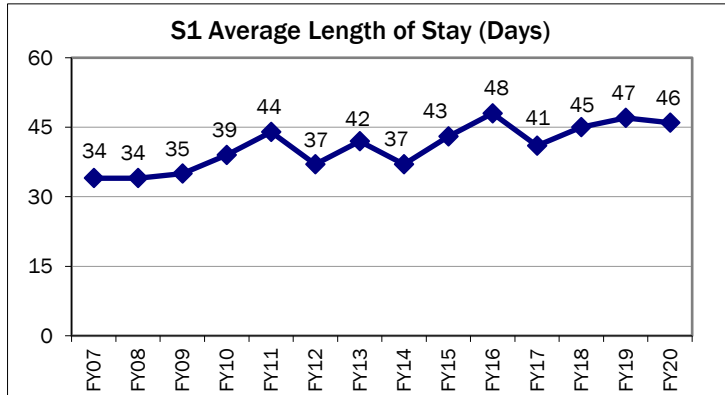
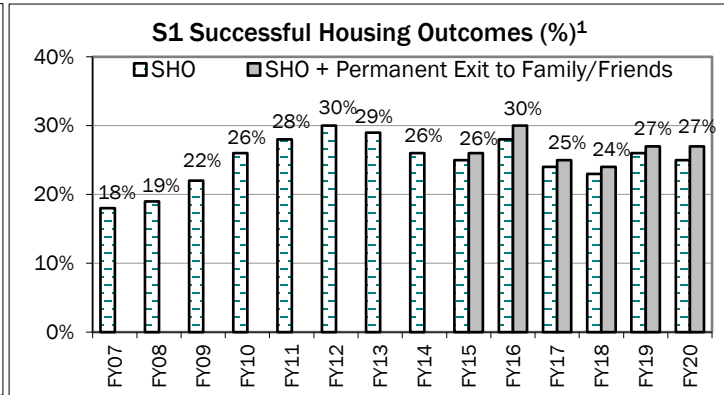
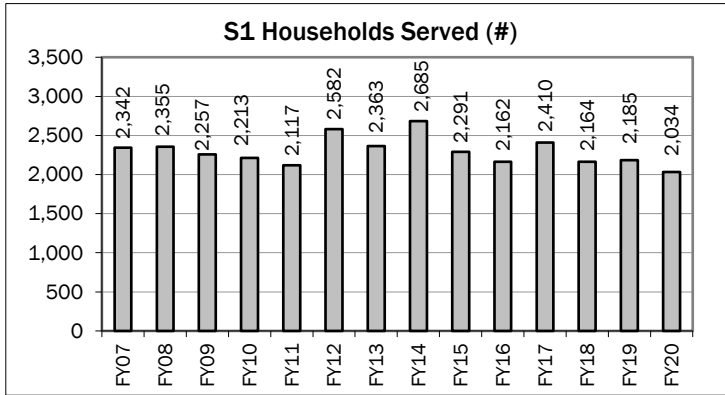
<sup>1</sup> Overflow capacity is not included.

<sup>2</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

# System and Program Indicator Report



FY20 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>1</sup>					
	7/1/2019 - 12/31/2019	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Men's System	2,150	2,034	√	397	415	45	46	√	568	409	≠	33%	27%	≠



DEMOGRAPHICS	Men
Households Served	2,034
Percent Newly homeless	53%
Recidivism	9%
Average Age	45
Men as a percent of total single adults served	67%
Veterans (U.S. Military) served	198
Veterans % of all adults	10%
Average Monthly Household Income	\$538
Percent Working at Entry	26%
Average Daily Waitlist Number	89
Race - Black <sup>3</sup>	66%
Race - White <sup>3</sup>	33%
Race - Other <sup>3</sup>	2%
Non-Hispanic	98%
Hispanic	2%
Adults 18 - 24 years	5%
Adults 25 - 34 years	20%
Adults 35 - 44 years	23%
Adults 45 - 55 years	26%
Adults 56 - 61 years	16%
Adults 62+ years	10%
Long Term Disability (HoH)	55%
Franklin County Residents	82%

The number of single men sheltered decreased 7% when compared to the same reporting period of last fiscal year due to Volunteers of America closing their 40 bed men's shelter and the late opening of winter overflow beds. The success rate at exit remained flat at 27% and the average length of time decreased by 1 day. The long term disability rate jumped by 10 percentage points compared to the same reporting period of last fiscal year. The rapid re-housing program now only serves individuals with high needs and barriers, per HUD guidelines, which makes outcome achievement more difficult. The employment rate at entry decreased from the FY19 rate of 28% to 26% currently, coupled with a slight decrease in average income (FY19 \$562).

<sup>1</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

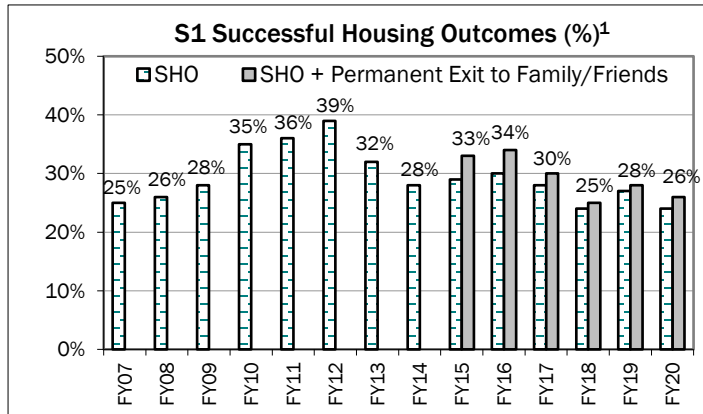
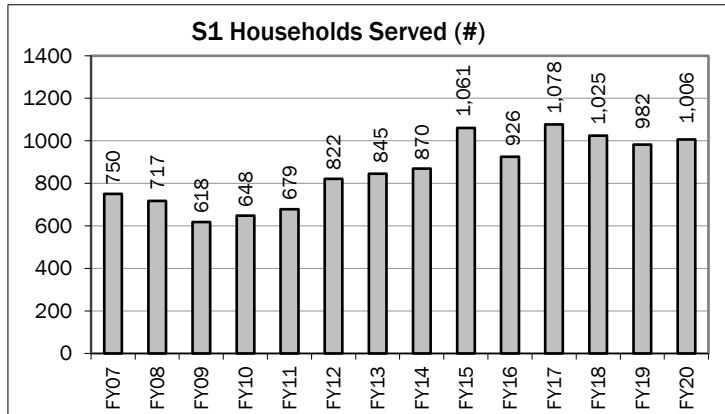
<sup>2</sup> Overflow capacity is not included. Overflow beds opened 12/2/19.

<sup>3</sup> Due to rounding percentages do not add up to 100%.

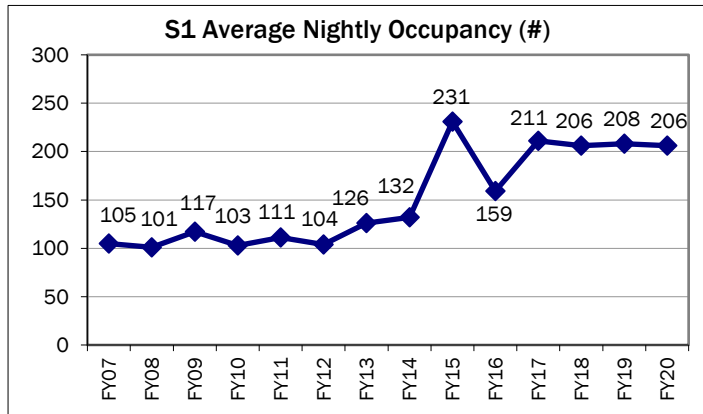
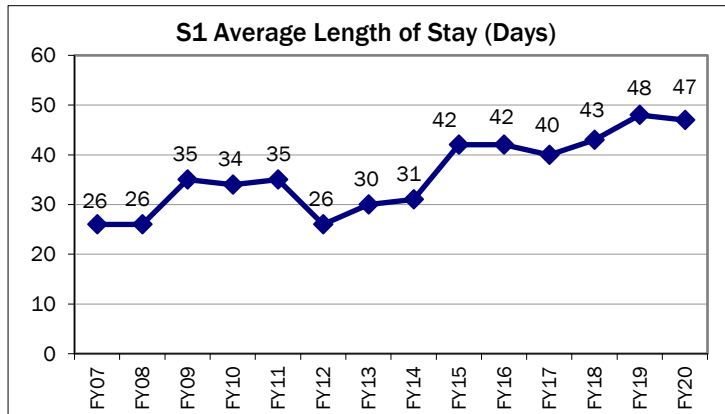
# System and Program Indicator Report



FY20 EMERGENCY SHELTER	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>1</sup>					
	7/1/2019 - 12/31/2019	Goal	Actual	Outcome Achievement	Capacity <sup>2</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)
Women's System	975	1,006	√	201	206	45	47	√	255	209	≠	33%	26%	≠



DEMOGRAPHICS	Women
Households Served	1,006
Percent Newly homeless	61%
Recidivism	9%
Average Age	41
Women as a percent of total single adults served	33%
Veterans (U.S. Military) served	17
Veterans % of all adults	2%
Average Monthly Household Income	\$639
Percent Working at Entry	29%
Average Daily Waitlist Number	66
Race - Black <sup>3</sup>	59%
Race - White <sup>3</sup>	38%
Race - Other <sup>3</sup>	2%
Non-Hispanic	98%
Hispanic	2%
Adults 18 - 24 years	12%
Adults 25 - 34 years	25%
Adults 35 - 44 years	22%
Adults 45 - 55 years	26%
Adults 56 - 61 years	9%
Adults 62+ years	6%
Pregnant Women Served	97
Long Term Disability (HoH)	24%
Franklin County Residents	84%



The number of single women sheltered increased 2% when compared to the same reporting period of last fiscal year. The success rate at exit is at 26%. The employment rate at entry remained flat at the FY19 annual rate of 29%, while average income increased from \$607 to \$639. The rapid re-housing program now only serves individuals with high needs and barriers, per HUD guidelines, which makes outcome achievement more difficult.

<sup>1</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

<sup>2</sup> Overflow capacity is not included. Overflow beds opened 10/31/19.

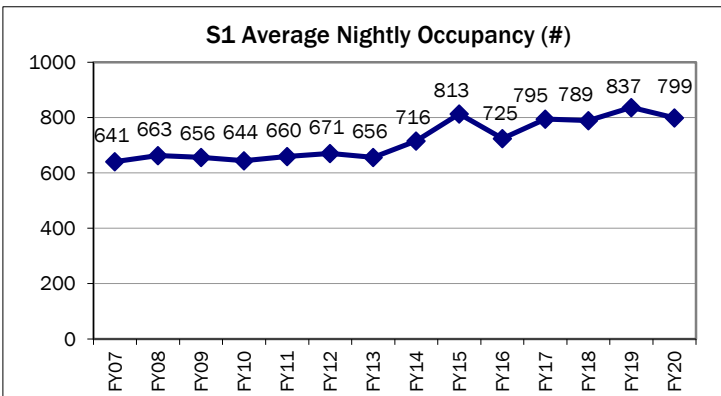
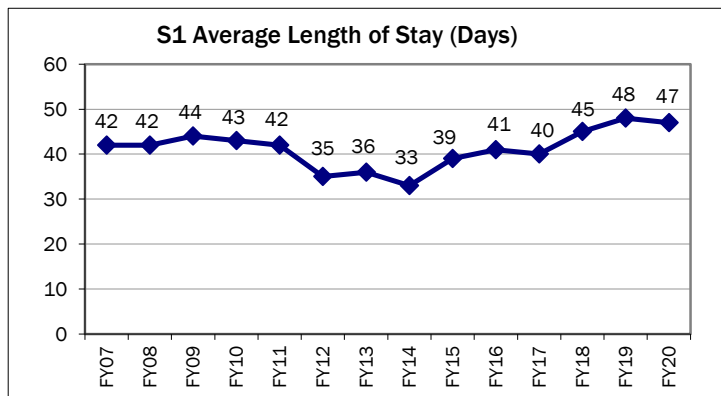
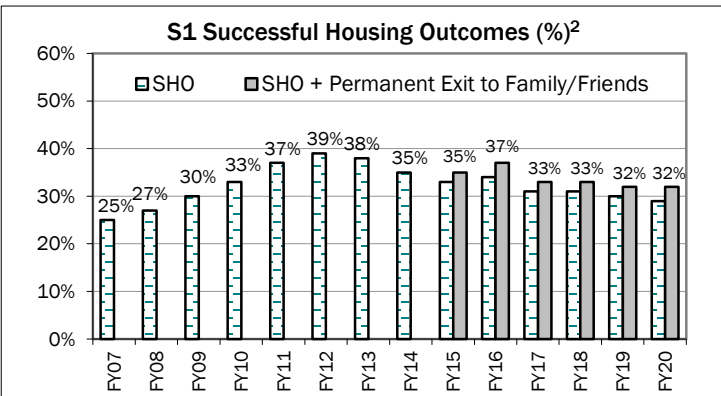
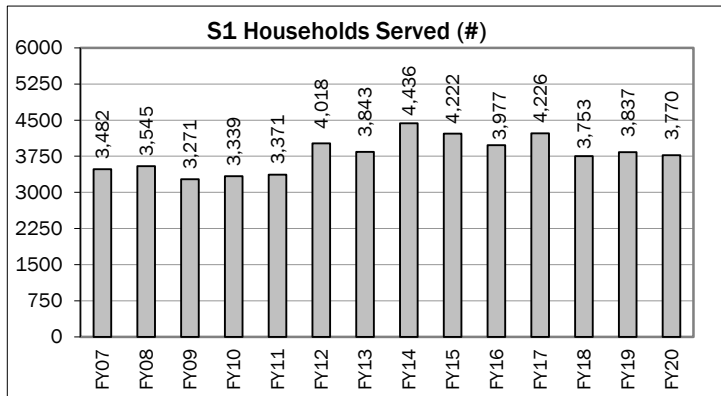
<sup>3</sup> Due to rounding percentages do not add up to 100%.



# System and Program Indicator Report



FY20 EMERGENCY SHELTER 7/1/2019 - 12/31/2019	Households Served			Nightly Occupancy		Average Length of Stay (Days)			Successful Housing Outcomes <sup>2</sup>					
	Goal	Actual	Outcome Achievement	Capacity <sup>3</sup>	Actual	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Emergency Shelter System <sup>1</sup>	3,750	3,770	√	712	799	42	47	≠	1,111	929	≠	37%	32%	√



DEMOGRAPHICS	Family & Adults
Households Served	3,770
Percent Newly homeless	59%
Recidivism	8%
Clients Served	5,716
Adults Served	4,057
Children Served	1,659
Average Age (HoH)	41
Gender - Male (HoH)	55%
Gender - Female (HoH)	45%
Veterans (U.S. Military) served	224
Veterans % of all adults	6%
Average Monthly Household Income	\$639
Percent Working at Entry	31%
Average Daily Waitlist Number	155
Race - Black (HoH) <sup>4</sup>	66%
Race - White (HoH) <sup>4</sup>	33%
Race - Other (HoH) <sup>4</sup>	2%
Non-Hispanic (HoH)	97%
Hispanic (HoH)	3%
Adults 18-24 years (HoH)	9%
Pregnant Women Served	168
Long Term Disability (HoH)	39%
Franklin County Residents	83%

The system experienced a 2% decrease in the number of households sheltered when compared to the same period of last fiscal year due to the decrease in the number of single adults sheltered. The number of veterans and pregnant women who needed shelter decreased by 84 (27%) and 39 (19%) respectively, during the same timeframe. The successful housing outcomes percent remained flat compared to the same period of last fiscal year. The average length of time homeless decreased slightly. The nightly occupancy decreased accounting for Volunteers of America closing their 40 bed men's shelter. The employment rate and average income increased compared to the FY19 rate (\$610, 30%). 59% of sheltered households did not experience homelessness within the prior two years. 155 individuals were on the waiting list for shelter each day, on average, prior to the start of winter overflow.

<sup>1</sup> System includes single adult and family shelters. Excludes Huckleberry House Emergency Shelter and YMCA Family Overnight; total distinct households served including the youth shelter and overnight program is 4,016.

<sup>2</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

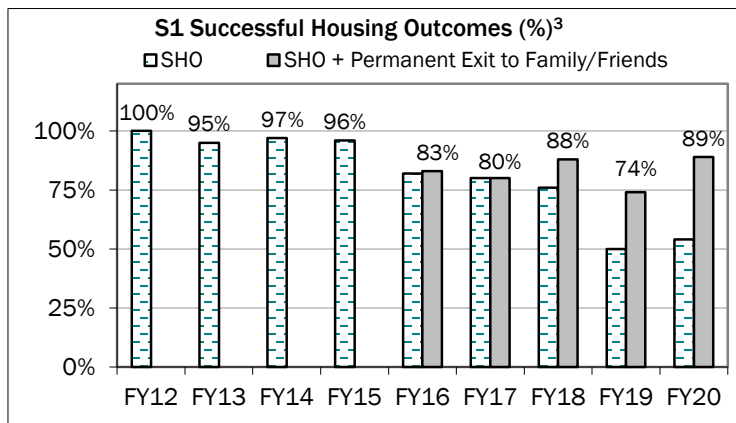
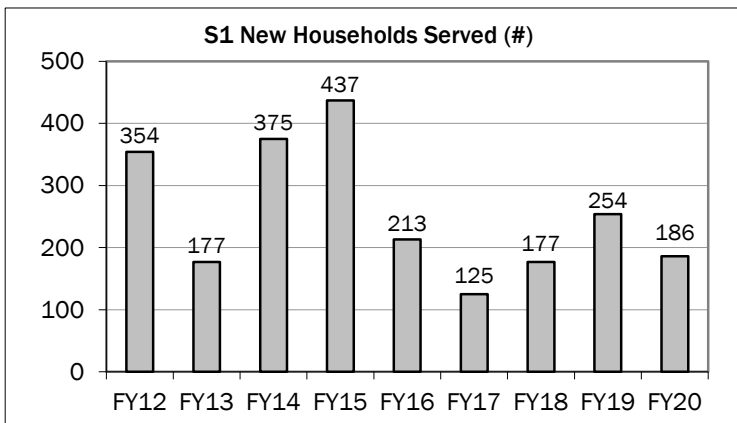
<sup>3</sup> Overflow capacity is not included. Overflow beds opened 10/31/19 for women and 12/2/19 for men.

<sup>4</sup> Due to rounding percentages do not add up to 100%.

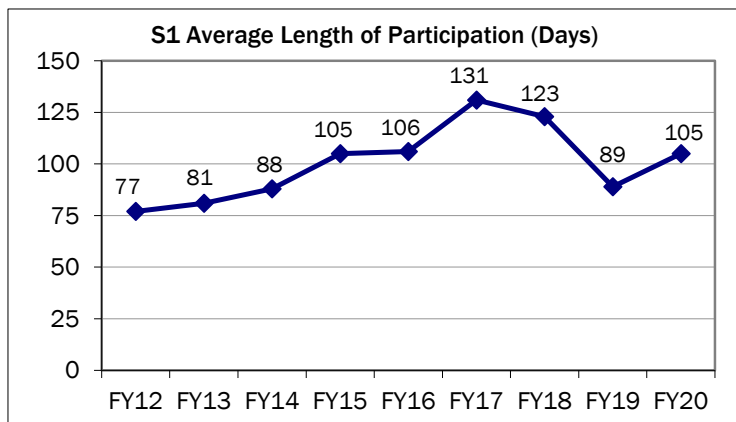
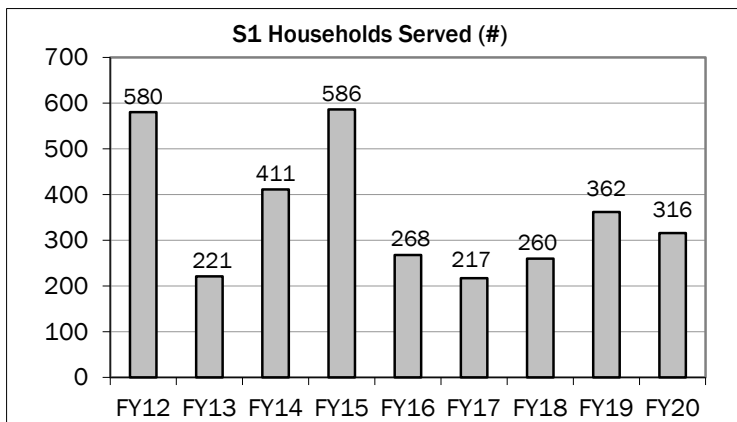
# System and Program Indicator Report



FY20 Prevention	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>					
7/1/2019 - 12/31/2019	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Prevention System <sup>1</sup>	174	186	√	263	316	√	150	105	√	160	204	√	85%	89%	√



DEMOGRAPHICS	Family & Adults
Households Served	316
Recidivism (12 Months)	15%
Clients Served	1,024
Average Age (HoH)	35
Gender - Female (HoH)	80%
Gender - Male (HoH)	20%
Veterans (U.S. Military) served	68
Veterans % of all adults	17%
Average Monthly Household Income	\$840
Percent Working at Entry	46%
Race - Black (HoH) <sup>4</sup>	79%
Race - White (HoH) <sup>4</sup>	20%
Race - Other (HoH) <sup>4</sup>	2%
Non-Hispanic (HoH)	97%
Hispanic (HoH)	3%
Adults Served	389
Children Served	635
Mean Family Size <sup>2</sup>	3.6
Average Number of Children <sup>2</sup>	2.3
Children 0 - 2 years <sup>2</sup>	27%
Children 3 - 7 years <sup>2</sup>	36%
Children 8 - 12 years <sup>2</sup>	24%
Children 13 - 17 years <sup>2</sup>	13%
Long Term Disability (HoH)	14%
Pregnant Women Served	50



The number of households served decreased 13% when compared to the same reporting period of last fiscal year, due to the funding instability for the reporting period. The number of veterans served increased 28% (15) compared to the same reporting period of last fiscal year. The success rate at program exit increased 15 percentage points. 54% of households are stable in their own housing and 35% decided to permanently move in with family/friends. Percent working at entry decreased compared to FY19 annual rate (51%) showing better targeting and prioritization of households at greater risk of homelessness. The annual recidivism rate increased by 6 percentage points compared to last fiscal year.

<sup>1</sup> System includes Gladden Community House prevention hub programs, Homeless Families Foundation prevention program for pregnant women, and VOAOL SSVF programs for veterans.

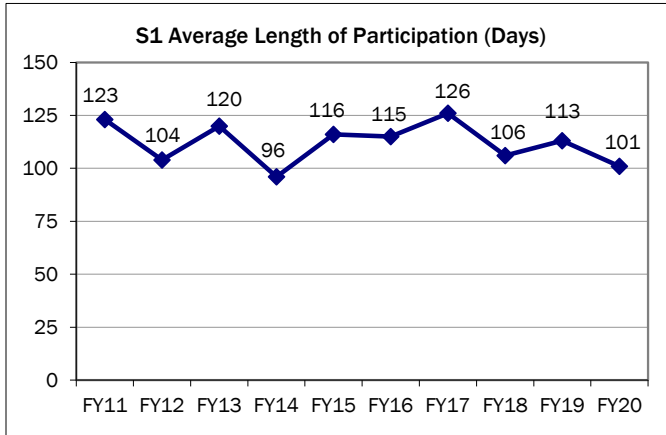
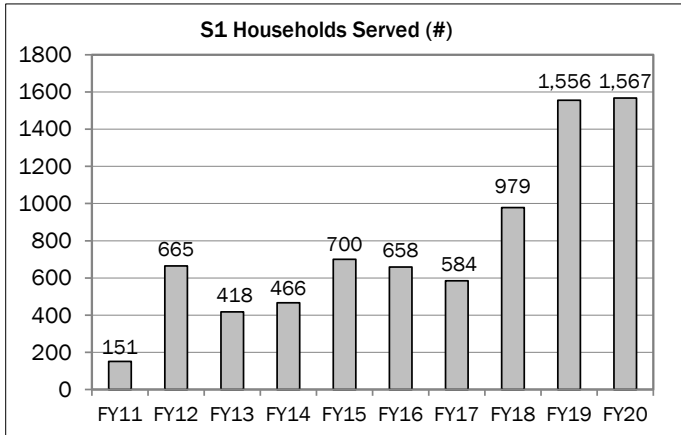
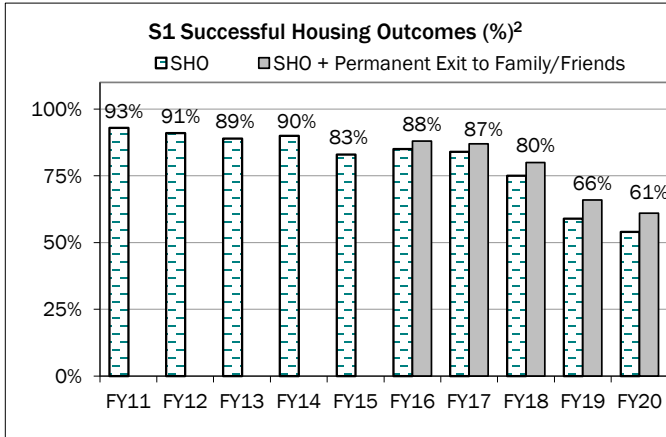
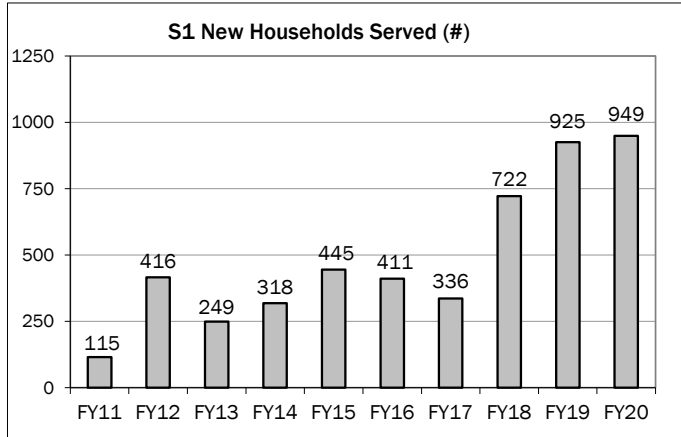
<sup>2</sup> Data refers to the families served.

<sup>3</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

<sup>4</sup> Due to rounding percentages do not add up to 100%.

# System and Program Indicator Report

FY20 Rapid Re-housing	New Households Served			Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>2</sup>					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2019 - 12/31/2019															
Rapid Re-housing System <sup>1</sup>	900	949	√	1,450	1,567	√	100	101	√	540	575	√	60%	61%	√
Single Adults <sup>3</sup>	-	688	-	-	1,167	-	-	101	-	-	421	-	-	57%	-
Families <sup>3</sup>	-	261	-	-	400	-	-	100	-	-	154	-	-	76%	-



DEMOGRAPHICS	Family	Single Adults
Households Served	400	1,167
Clients Served	1,487	1,167
Average Age (HoH)	32	46
Gender - Male (HoH)	10%	68%
Gender - Female (HoH)	90%	32%
Veterans (U.S. Military) served	21	229
Veterans % of all adults	4%	20%
Average Monthly Household Income	\$747	\$615
Percent Working at Entry	38%	25%
Adults Served	533	1,167
Children Served	954	-
Race - Black (HoH) <sup>4</sup>	76%	65%
Race - White (HoH) <sup>4</sup>	23%	33%
Race - Other (HoH) <sup>4</sup>	2%	2%
Non-Hispanic (HoH)	97%	98%
Hispanic (HoH)	3%	2%
Mean Family Size	3.7	-
Average Number of Children	2.4	-
Adults 18-24 years (HoH)	20%	8%
Children 0 - 2 years <sup>4</sup>	28%	-
Children 3 - 7 years <sup>4</sup>	36%	-
Children 8 - 12 years <sup>4</sup>	27%	-
Children 13 - 17 years <sup>4</sup>	10%	-
Long Term Disability (HoH)	30%	32%
Pregnant Women Served	65	38

The number served remained flat when compared to the same reporting period of last fiscal year. The system employment rate of 28% remains about the same as the FY19 rate of 29% and the average income of \$649 increased compared to FY19 (\$627). The rapid rehousing programs now only serve households with high needs and barriers, per HUD guidelines, which makes outcome achievement more difficult.

<sup>1</sup> System includes HFF Rapid Re-housing and YHDP Rapid Re-housing, VOAIO Rapid Re-housing, TSA Rapid Re-housing and J2H, YMCA Rapid Re-housing and DV Rapid Rehousing, LSS SSVF, and VOAIO SSVF programs.

<sup>2</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

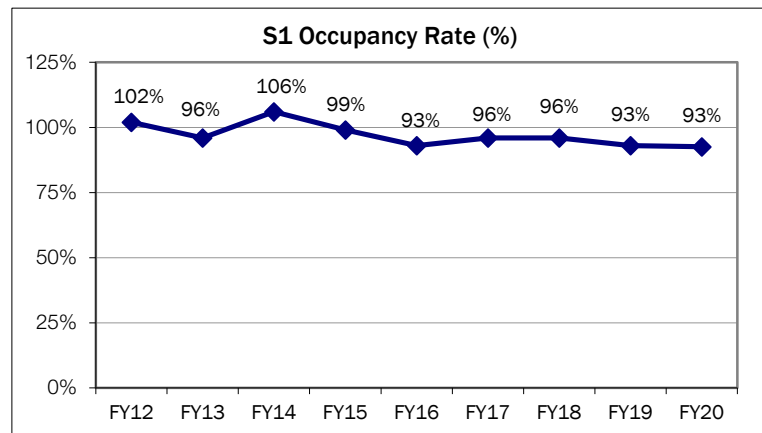
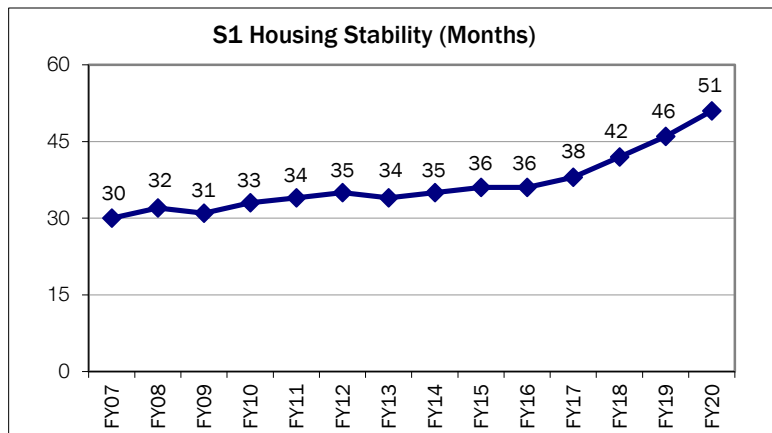
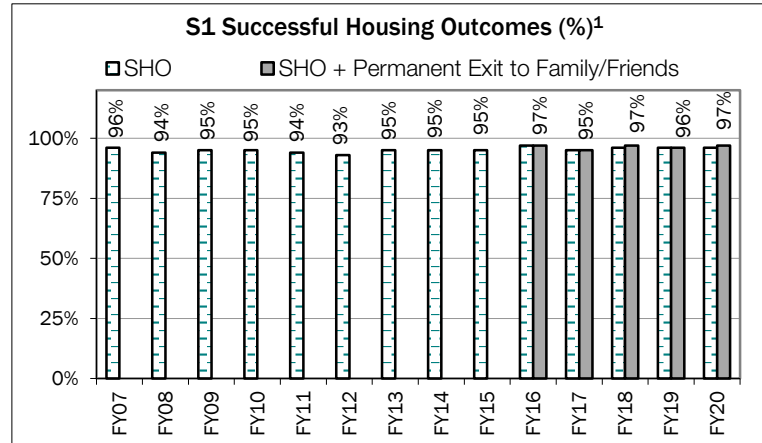
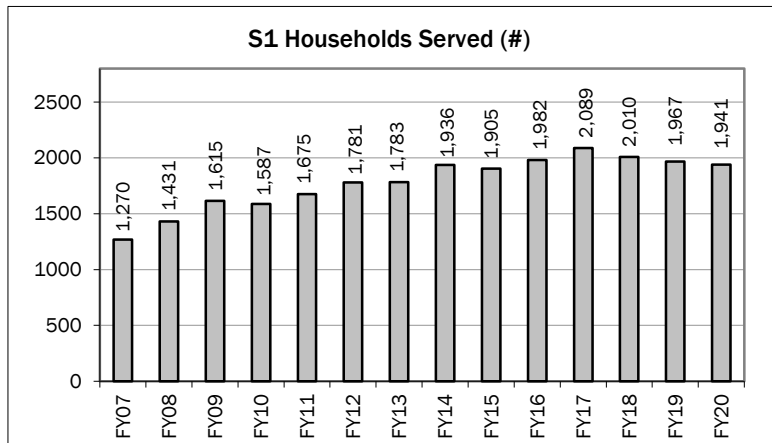
<sup>3</sup> No outcome goals were set by subpopulation.

<sup>4</sup> Due to rounding percentages do not add up to 100%.

# System and Program Indicator Report



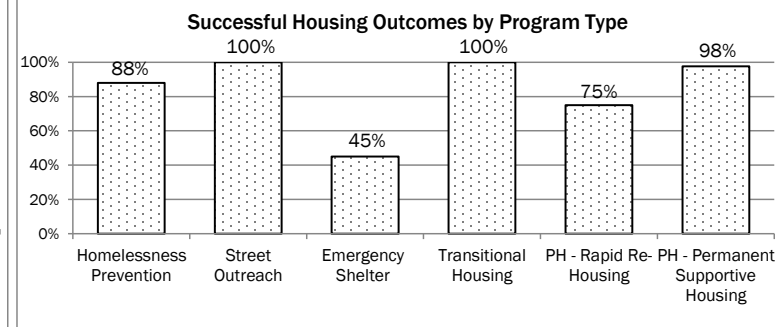
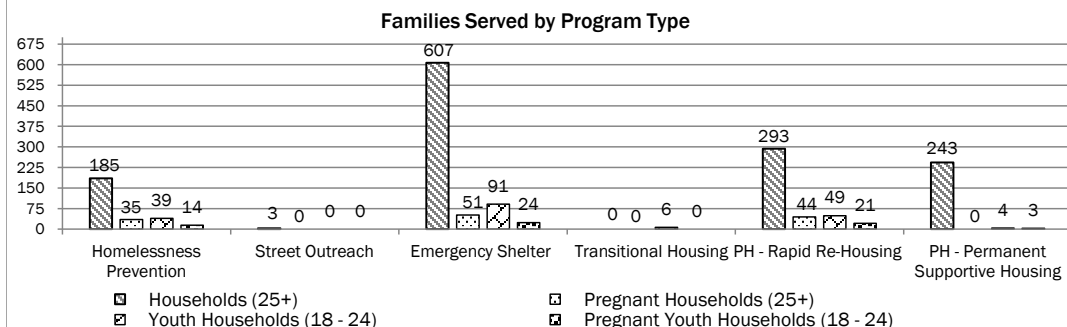
FY20 Permanent Supportive Housing (PSH)	Households Served			Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>					
	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
7/1/2019 - 12/31/2019															
Total PSH System	2,130	1,941	√	95%	93%	√	24	51	√	1,917	1,859	√	90%	97%	√



The system continues to perform well. However, the occupancy rate is lower than expected, coupled with a 1% decrease in numbers served, due to lower occupancy in the rental assistance projects. The current capacity of Permanent Supportive Housing units included in Columbus Service Point (CSP) and reported on here is 1936. VA VASH voucher capacity of 364 is not included.

<sup>1</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

Special Populations Served: 7/1/2019 - 12/31/2019		Families Served by Program Type					
Families	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Youth Households (18 - 24)	142	39	0	91	6	49	4
Pregnant Youth Households (18 - 24)	47	14	0	24	0	21	3
Households (25+)	1057	185	3	607	0	293	243
Pregnant Households (25+)	96	35	0	51	0	44	0
Total Households Served (#)	1338	271	3	767	6	404	250
Total Households Entered	765	166	1	618	2	265	24
Total Households Exited	780	191	2	646	2	204	15
Successful Housing Outcomes (#) <sup>1</sup>	N/A	169	2	288	2	154	244
Successful Housing Outcomes (%) <sup>1</sup>	N/A	88%	100%	45%	100%	75%	98%
Average Length of Shelter Stay (Days) <sup>2</sup>							
Average Length of Participation (Days) <sup>3</sup>	N/A	99	92	49	11	101	49
Housing Stability (Months) <sup>4</sup>							
<b>DEMOGRAPHICS</b>							
Race - Black (HoH) <sup>5</sup>		81%	33%	74%	100%	76%	70%
Race - White (HoH) <sup>5</sup>		17%	67%	25%	0%	23%	29%
Race - Other (HoH) <sup>5</sup>		2%	0%	1%	0%	2%	0%
Gender - Female <sup>5</sup>		90%	33%	93%	100%	90%	72%
Gender - Male <sup>5</sup>		10%	67%	7%	0%	10%	28%
Gender - Other <sup>5</sup>		0%	0%	0%	0%	0%	0%
Non-Hispanic (HoH)		96%	100%	97%	100%	97%	98%
Hispanic (HoH)		4%	0%	3%	0%	3%	2%
Long Term Disability		7%	100%	13%	100%	30%	91%
Franklin County Residents		92%	67%	87%	100%	84%	95%



<sup>1</sup> Successful outcomes measure for Street Outreach.

<sup>2</sup> Average Length of Shelter Stay (Days) measured for Emergency Shelter.

<sup>3</sup> Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.

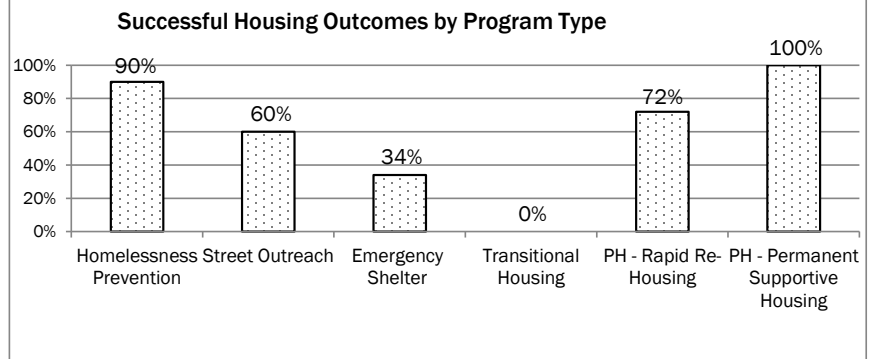
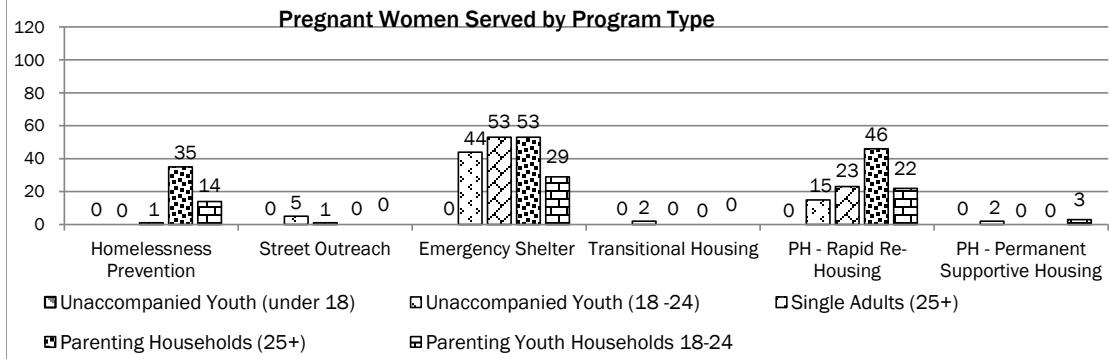
<sup>4</sup> Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

<sup>5</sup> Due to rounding percentage does not add up to 100%.

# System and Program Indicator Report



Special Populations Served: 7/1/2019 - 12/31/2019		Pregnant Women Served by Program Type					
Pregnant Women	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Unaccompanied Youth (under 18)	0	0	0	0	0	0	0
Unaccompanied Youth (18 -24)	51	0	5	44	2	15	2
Single Adults (25+)	63	1	1	53	0	23	0
Parenting Youth Households 18-24	51	14	0	29	0	22	3
Parenting Households (25+)	104	35	0	53	0	46	0
Total Households Served (#)	249	50	6	168	2	103	5
Total Households Exited	146	21	5	142	0	46	0
Successful Housing Outcomes (%) <sup>1</sup>	N/A	90%	60%	34%	N/A <sup>1</sup>	72%	100%
Average Length of Shelter Stay (Days) <sup>2</sup>	N/A	150	104	43	7	138	2
Average Length of Participation (Days) <sup>3</sup>	N/A	150	104	43	7	138	2
Housing Stability (Months) <sup>4</sup>	N/A	150	104	43	7	138	2
<b>DEMOGRAPHICS</b>							
Race - Black (HoH) <sup>5</sup>		78%	67%	74%	100%	82%	100%
Race - White (HoH) <sup>5</sup>		20%	33%	26%	0%	17%	0%
Race - Other (HoH) <sup>5</sup>		2%	0%	0%	0%	2%	0%
Non-Hispanic (HoH)		94%	100%	98%	100%	96%	100%
Hispanic (HoH)		6%	0%	2%	0%	4%	0%
Long Term Disability		4%	50%	13%	100%	23%	100%
Franklin County Residents		96%	100%	87%	100%	85%	100%

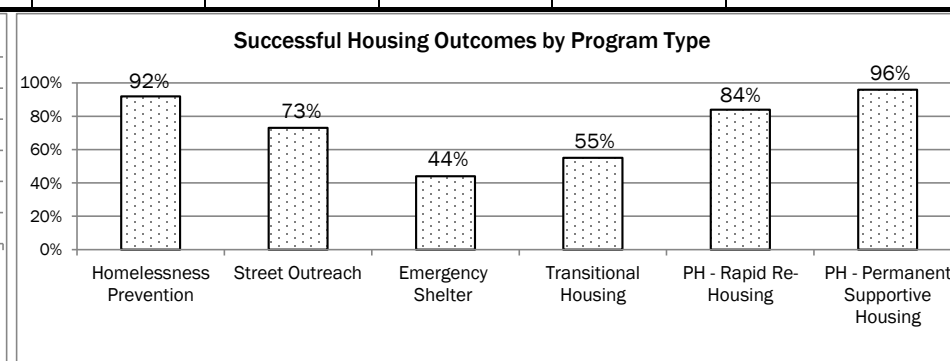
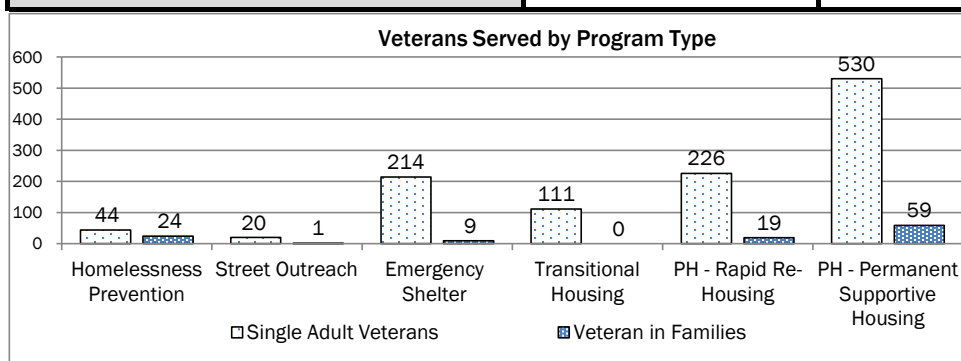


<sup>1</sup> Successful outcomes measure for Street Outreach. Transitional Housing didn't have any pregnant household exits during report period.  
<sup>2</sup> Average Length of Shelter Stay (Days) measured for Emergency Shelter.  
<sup>3</sup> Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.  
<sup>4</sup> Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.  
<sup>5</sup> Due to rounding percentages do not add up to 100%.

# System and Program Indicator Report



Special Populations Served: 7/1/2019 - 12/31/2019		Veterans Served by Program Type					
Veterans (All Adults)	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing <sup>6</sup>
Unaccompanied Youth (18 -24)	3	0	0	1	0	3	0
Single Adults (25+)	835	44	20	214	111	226	530
Parenting Youth Households 18-24	2	0	0	0	0	2	0
Parenting Households (25+)	103	24	1	9	0	19	59
Total Households Served (#)	934	68	21	224	111	250	589
Total Households Exited	274	53	15	179	80	145	40
Successful Housing Outcomes (%) <sup>1</sup>	N/A	92%	73%	44%	55%	84%	96%
Average Length of Shelter Stay (Days) <sup>2</sup>							
Average Length of Participation (Days) <sup>3</sup>	N/A	122	79	47	2	131	49
Housing Stability (Months) <sup>4</sup>							
<b>DEMOGRAPHICS</b>							
	Race - Black (HoH) <sup>5</sup>	68%	52%	60%	51%	63%	58%
	Race - White (HoH) <sup>5</sup>	31%	48%	36%	46%	34%	40%
	Race - Other (HoH) <sup>5</sup>	1%	0%	4%	3%	3%	3%
	Gender - Male	81%	86%	92%	100%	92%	91%
	Gender - Female	19%	14%	8%	0%	8%	8%
	Gender - Other	0%	0%	0%	0%	0%	1%
	Non-Hispanic (HoH)	100%	95%	99%	99%	98%	98%
	Hispanic (HoH)	0%	5%	1%	1%	2%	2%
	Long Term Disability	56%	90%	59%	56%	57%	78%
	Franklin County Residents	82%	76%	75%	79%	70%	88%



<sup>1</sup> Successful outcomes measure for Street Outreach.

<sup>2</sup> Average Length of Shelter Stay (Days) measured for Emergency Shelter.

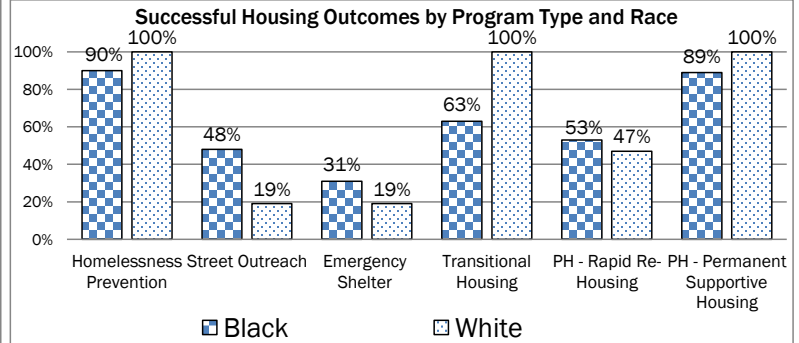
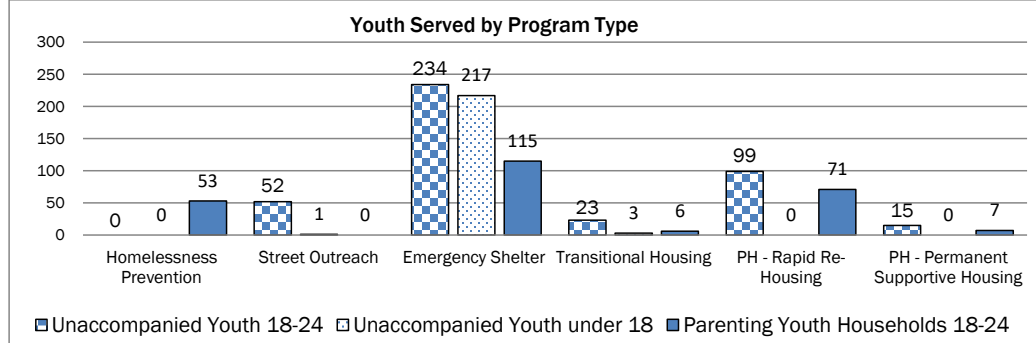
<sup>3</sup> Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.

<sup>4</sup> Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.

<sup>5</sup> Due to rounding percentage does not add up to 100%.

<sup>6</sup> VASH vouchers are included under the PH - Permanent Supportive Housing category.

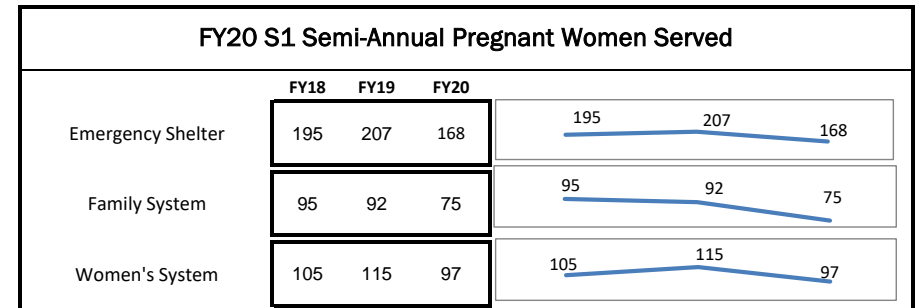
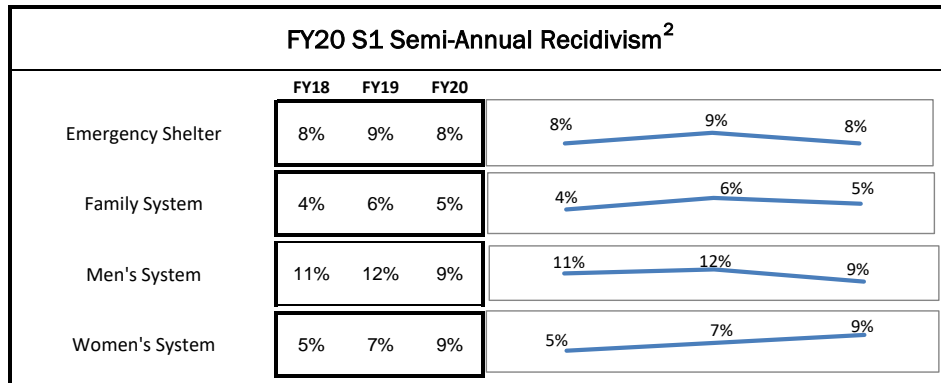
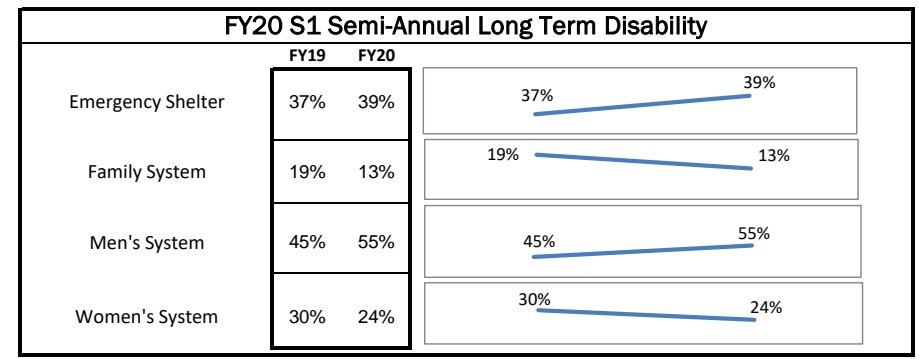
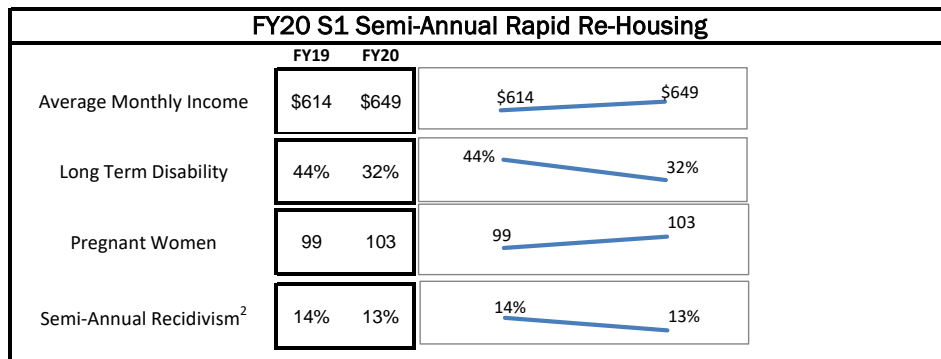
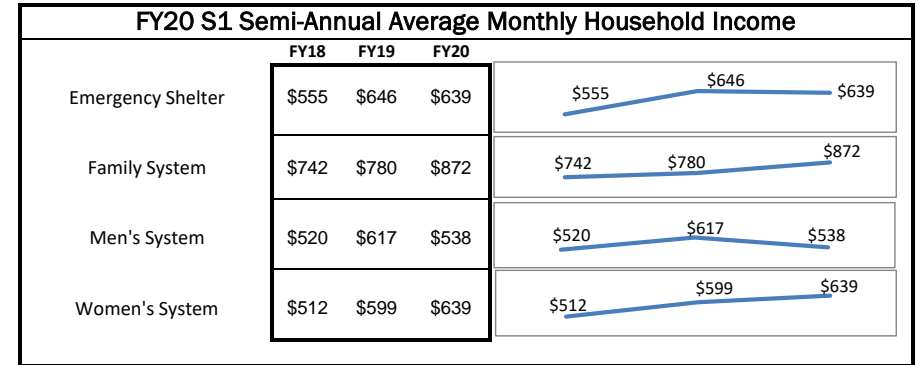
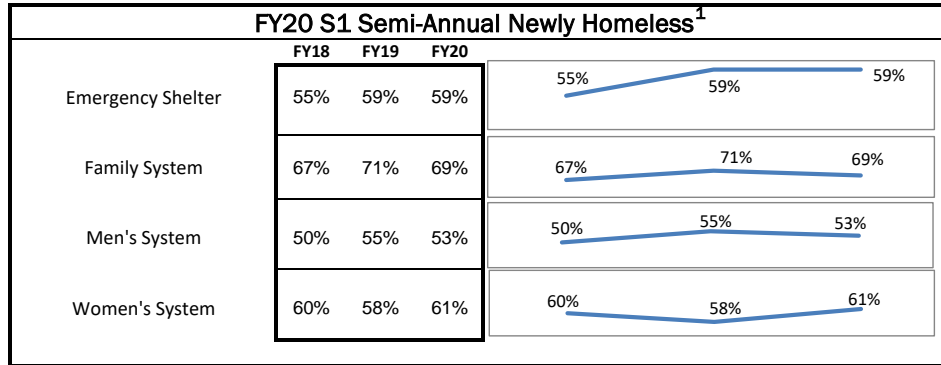
Special Populations Served: 7/1/2019 - 12/31/2019		Transition Age Youth Served by Program Type					
Transition Age Youth <sup>1</sup>	Totals	Homelessness Prevention	Street Outreach	Emergency Shelter	Transitional Housing	PH - Rapid Re-Housing	PH - Permanent Supportive Housing
Unaccompanied Youth under 18	218	0	1	217	3	0	0
Unaccompanied Youth 18-24	323	0	52	234	23	99	15
Parenting Youth Households Under 18	0	0	0	0	0	0	0
Parenting Youth Households 18-24	189	53	0	115	6	71	7
Total Pregnant Women Served	94	14	5	66	2	36	5
Total Households Served	713	53	53	554	32	169	22
Total Households Entered	479	30	35	478	10	114	9
Total Households Exited	528	38	39	484	10	92	2
Successful Housing Outcomes (%) <sup>2</sup>	N/A	92%	33%	28%	70%	51%	91%
Successful Housing Outcomes (#) <sup>2</sup>	N/A	35	13	79	7	47	20
Average Length of Shelter Stay (Days) <sup>3</sup>	N/A						
Average Length of Participation (Days) <sup>4</sup>	N/A	99	59	42	9	88	14
Housing Stability (Months) <sup>5</sup>							
<b>DEMOGRAPHICS</b>							
Race - Black (HoH) <sup>6</sup>		81%	51%	75%	88%	83%	86%
Race - White (HoH) <sup>6</sup>		17%	43%	24%	13%	16%	9%
Race - Other (HoH) <sup>6</sup>		2%	6%	2%	0%	1%	5%
Gender - Female <sup>6</sup>		100%	55%	63%	72%	70%	77%
Gender - Male <sup>6</sup>		0%	43%	35%	25%	29%	23%
Gender - Other <sup>6</sup>		0%	2%	1%	3%	1%	0%
Non-Hispanic (HoH)		96%	94%	93%	97%	96%	91%
Hispanic (HoH)		4%	6%	7%	3%	4%	9%
Long Term Disability		2%	75%	39%	100%	25%	91%
Franklin County Residents		96%	85%	90%	100%	88%	100%



<sup>1</sup> Includes unaccompanied and pregnant/parenting youth where all adult members are between 18 - 24 years of age and unaccompanied parenting/youth under 18.  
<sup>2</sup> Successful outcomes measure for Street Outreach. Unaccompanied youth served by Huckleberry House were removed from Emergency Shelter successful housing outcomes.  
<sup>3</sup> Average Length of Shelter Stay (Days) measured for Emergency Shelter. Unaccompanied youth served by Huckleberry House were removed from Emergency Shelter ALOS calculation.  
<sup>4</sup> Average Length of Participation (Days) measured for Street Outreach, PH - Rapid Re-Housing and Homelessness Prevention.  
<sup>5</sup> Housing Stability (Months) measured for PH - Permanent Supportive Housing and Transitional Housing.  
<sup>6</sup> Due to rounding percentages do not add up to 100%.



Emergency Shelter and Rapid Re-housing Trends Appendix : 7/1/2019 - 12/31/2019



<sup>1</sup> Did not access a homeless program in the past two years.

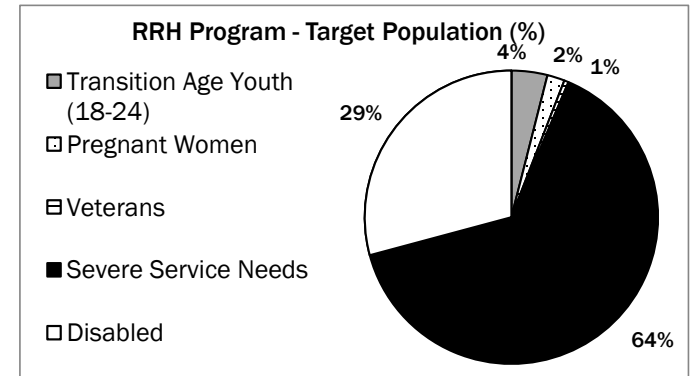
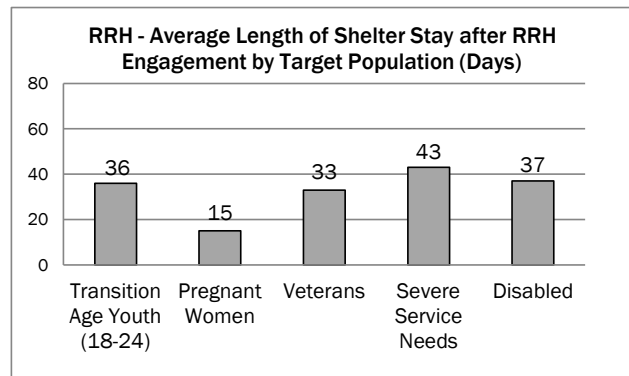
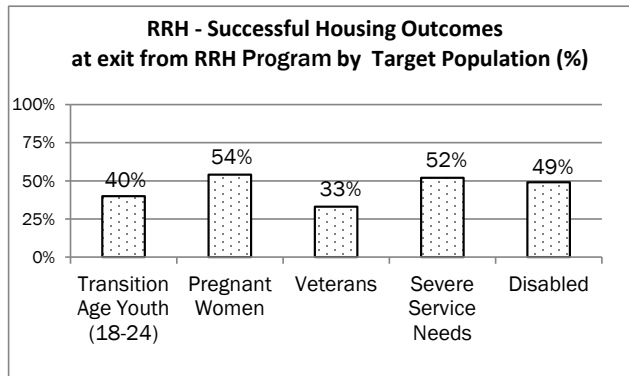
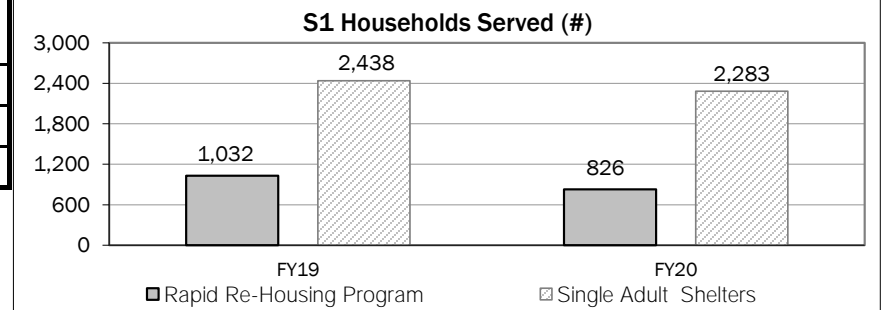
<sup>2</sup> Exited successfully but returned to shelter within 180 days of successful exit.

System and Program Indicator Report

FY20 CRISIS RESPONSE FOR SINGLE ADULTS 7/1/2019 - 12/31/2019	Single Adult Shelters <sup>1</sup>	Rapid Re-Housing Program	Rapid Re-housing/RRH Program - Target (Priority) Population				
			Transition Age Youth (18-24)	Pregnant Women	Veterans	Severe Service Needs	Disabled
Total Household Served (#)	2,283	826	33	16	4	537	243
Successful Housing Outcomes (%) <sup>2</sup>	34%	50%	40%	54%	33%	52%	49%
Average Length of Shelter Stay (Days)	54	38	36	15	33	43	37
Median Length of Shelter Stay (Days)	39	32	29	10	33	33	28
Average Engagement Time (Shelter Entry to RRH Entry) (Days)	N/A	18	13	19	22	20	15
Average Length of Participation (RRH Entry to RRH Exit) (Days)	N/A	98	80	104	44	100	93
Average Shelter Referral Time/Average RRH Referral to RRH Entry Time (Days)	6	13					
Average Number of Shelter Visits (#)	1.3	N/A					
Long Term Disability (%)	42%	25%					
Recidivism (%)	13%	17%					

**Diversions**

Diversions Rate at Homeless Hotline (%)	19%
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The success rate at exit from the Rapid Re-housing program is at 50%, decreased from the FY19 annual rate of 55%. 700 (31%) of the individuals served in shelter during the reporting period were enrolled in the rapid re-housing program during the same timeframe. The Rapid Re-housing program was retooled effective 7/1/2017 with YMCA providing rapid re-housing case management services. The rapid re-housing program is only serving individuals with high needs and barriers.

<sup>1</sup> System implemented 10/1/2014. Includes shelters where the Rapid Re-housing Program is operating. These shelters include LSS Faith Mission, Southeast Friends of the Homeless, YMCA Women's and Maryhaven Shelter2Housing. Program is not contracted to provide services for the overflow or VA programs.

<sup>2</sup> For the Rapid Re-housing Program measures success after exit from shelter and termination of follow up services. Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

HOMELESS HOTLINE	Total Households Served			Average Wait Time (minutes)			Successful Diversion Outcomes						
	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2019 - 12/31/2019													
Netcare - Homeless Hotline (Single Adults)	4,500	4,986	√	5	3:48	√	1,125	1,233	√	25%	19%	≠	
Netcare - Homeless Hotline (Families)	1,500	1,899	√	5	3:48	√	450	636	√	30%	29%	√	
Gladden Community House - Family Diversion	1,300	1,600	√	N/A	N/A	N/A	455	462	√	35%	38%	√	
Huckleberry House - TAY CARR Team <sup>5</sup>	N/A	39	N/A	N/A	N/A	N/A	N/A	4	N/A	25%	11%	≠	

OUTREACH	New Households Served			Total Households Served			Successful Outcomes						Successful Housing Outcomes <sup>4</sup>						Usage of CSB DCA (%) <sup>2</sup>			
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2019 - 12/31/2019																						
Maryhaven - Capital Crossroad SID Outreach	50	37	≠	65	45	≠	38	32	≠	75%	86%	√	21	23	√	55%	72%	√	N/A	26%	N/A	
Maryhaven - Outreach	120	71	≠	220	139	≠	90	54	≠	75%	62%	≠	50	42	≠	55%	78%	√	25%	23%	√	
Southeast - PATH Outreach <sup>3</sup>	70	142	√	100	171	√	35	14	≠	50%	12%	≠	N/A	12	N/A	N/A	86%	N/A	N/A	N/A	N/A	
Huckleberry House - Youth Outreach	N/A	11	N/A	N/A	22	N/A	N/A	6	N/A	N/A	27%	N/A	N/A	5	N/A	N/A	83%	N/A	N/A	N/A	N/A	
Veterans Affairs - Outreach	N/A	11	N/A	N/A	14	N/A	N/A	9	N/A	N/A	100%	N/A	N/A	9	N/A	N/A	100%	N/A	N/A	N/A	N/A	

EMERGENCY SHELTER - Families	Households Served			Nightly Occupancy				Average Length of Stay (Days)			Successful Housing Outcomes <sup>4</sup>						Recidivism	Movement
	Goal (#)	Actual (#)	Outcome Achievement	Capacity <sup>1</sup>	Actual	Occupancy Percentage	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal <10%	Actual (%) Goal 15%
7/1/2019 - 12/31/2019																		
YWCA - Family Center	350	263	≠	50	60	120%	√	38	51	≠	210	108	≠	70%	53%	≠	6%	2%
YMCA - Van Buren Family Shelter	350	548	√	64	117	183%	√	38	44	≠	200	185	√	70%	38%	≠	6%	4%

<sup>1</sup> Capacity does not include overflow.

<sup>2</sup> Households that exited successfully without accessing DCA are excluded from calculation.

<sup>3</sup> The goal of PATH Outreach is to outreach to homeless individuals for the purpose of linking them to ongoing mental health and other treatment.

<sup>4</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

<sup>5</sup> YHDP project started operations this semi-annual period.

EMERGENCY SHELTER - Single Adult Programs <sup>5</sup>	Households Served				Nightly Occupancy				Average Length of Stay (Days)			Successful Housing Outcomes <sup>3,4</sup>						Recidivism	Movement
	Goal (#)	Actual (#)	Variance	Outcome Achievement	Capacity <sup>1</sup>	Actual	Occupancy Percentage	Outcome Achievement (95%)	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Actual (%) Goal <10%	Actual (%) Goal <15%
7/1/2019 - 12/31/2019																			
<b>MEN</b>																			
LSS - Faith Mission - Men's on Grant <sup>2</sup>	N/A	494	N/A	N/A	95	99	104%	N/A	45	47	N/A	N/A	115	N/A	33%	29%	N/A	16%	9%
LSS - Faith Mission on 8th <sup>2</sup>	N/A	482	N/A	N/A	95	91	96%	N/A	45	45	N/A	N/A	94	N/A	33%	24%	N/A	17%	13%
Friends of the Homeless - Men's Shelter <sup>5</sup>	750	615	(135)	≠	130	134	103%	√	45	49	√	205	129	≠	33%	27%	≠	24%	13%
YMCA - Men's Overflow <sup>6</sup>	550	492	(58)	≠	95	95	100%	√	45	6	√	N/A	0	N/A	N/A	0%	N/A	N/A	N/A
<b>WOMEN</b>																			
LSS - Faith Mission - Women's on Grant <sup>2</sup>	N/A	198	N/A	N/A	38	39	103%	N/A	45	44	N/A	N/A	50	N/A	33%	32%	N/A	18%	10%
YMCA - Van Buren Women's Shelter <sup>5</sup>	690	692	2	√	151	148	98%	√	45	50	√	178	142	≠	33%	26%	≠	9%	11%
YMCA - Women's Overflow <sup>6</sup>	270	369	99	√	16	16	100%	√	45	3	√	N/A	1	N/A	N/A	0%	N/A	N/A	N/A
<b>INEBRIATE</b>																			
Maryhaven - Engagement Center Safety	375	508	133	√	34	36	106%	√	20	14	√	102	149	√	30%	31%	√	8%	N/A
Maryhaven - Engagement Center Shelter2Housing <sup>5</sup>	65	78	13	√	16	17	106%	√	45	49	√	16	33	√	33%	58%	√	14%	4%
<b>YOUTH</b>																			
Huckleberry House - Emergency Shelter	200	220	20	√	16	10	63%	√ <sup>7</sup>	10	8	√	152	185	√	80%	90%	√	7%	0%
<b>VA EMERGENCY HOUSING</b>																			
VOAOI - VA Emergency Housing	60	68	8	√	15	14	93%	≠	45	42	√	23	31	√	50%	57%	√	22%	11%
LSS - VA Men & Women	75	97	22	√	24	22	92%	≠	45	48	√	26	25	√	50%	32%	≠	13%	14%
<b>AGENCY</b>																			
Lutheran Social Services - Faith Mission <sup>2,5</sup>	1,200	1,102	(98)	√	228	229	100%	√	45	48	√	321	255	≠	33%	30%	√	15%	11%

<sup>1</sup> Capacity does not include overflow.

<sup>2</sup> Lutheran Social Services is evaluated at the agency level rather than at the individual program level. Inclusive programs are Faith Mission Men's on Grant, Faith Mission on 8th, and Nancy's Place.

<sup>3</sup> Successful outcomes measure for Maryhaven Engagement Center Safety.

<sup>4</sup> Exit to family (permanent tenure) is a successful housing outcome for all starting 7/1/2015. Exit to friends (permanent tenure) is a successful housing outcome for all starting 7/1/2018.

<sup>5</sup> Starting 7/1/2017 housing services are provided by the single adult Rapid Re-housing project. Some of the measures for emergency shelters are shared with the rapid re-housing program.

<sup>6</sup> Women's seasonal overflow opened 10/31/19. Men's seasonal overflow opened 12/2/19. Capacity is actual nightly number served.

<sup>7</sup> Program served all youth in need of shelter

PERMANENT SUPPORTIVE HOUSING		Households Served				Project Occupancy			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>						
7/1/2019 - 12/31/2019		Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Actual (#)	Actual (%)	Attainment of Goal (95%)	Goal (# of months)	Actual (# of months)	Attainment of Goal	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
Community Housing Network - Briggsdale	25	27	26	(1)	√	24	96%	√	24	55	√	24	25	√	90%	96%	√	
Community Housing Network - Briggsdale 2	40	44	44	0	√	37	93%	√	12	12	√	40	40	√	90%	91%	√	
Community Housing Network - Cassady	10	11	13	2	√	10	100%	√	24	39	√	10	11	√	90%	92%	√	
Community Housing Network - Community ACT	42	46	41	(5)	√	36	86%	≠	24	64	√	41	39	√	90%	98%	√	
Community Housing Network - East 5th Avenue	38	42	40	(2)	√	35	92%	√	24	36	√	38	36	√	90%	90%	√	
Community Housing Network - Inglewood Court	45	50	45	(5)	√	45	100%	√	24	49	√	45	45	√	90%	100%	√	
Community Housing Network - Leasing Supportive Housing	25	27	26	(1)	√	22	88%	≠	24	50	√	24	25	√	90%	96%	√	
Community Housing Network - North 22nd Street	30	33	32	(1)	√	30	100%	√	24	47	√	30	31	√	90%	97%	√	
Community Housing Network - Parsons	25	27	26	(1)	√	22	88%	≠	24	34	√	24	23	√	90%	88%	√	
Community Housing Network - RLPTI	80	88	77	(11)	≠	68	85%	≠	24	60	√	79	75	√	90%	99%	√	
Community Housing Network - Safe Haven	13	17	14	(3)	≠	13	100%	√	24	68	√	15	13	√	90%	100%	√	
Community Housing Network - Southpoint Place	46	51	50	(1)	√	46	100%	√	24	51	√	46	48	√	90%	96%	√	
Community Housing Network - Terrace Place	47	52	47	(5)	√	45	96%	√	24	62	√	47	46	√	90%	100%	√	
Maryhaven - Commons at Chantry	50	55	51	(4)	√	47	94%	√	24	60	√	50	50	√	90%	98%	√	
National Church Residences - Commons at Buckingham	75	82	80	(2)	√	74	99%	√	24	58	√	74	77	√	90%	97%	√	
National Church Residences - Commons at Grant	50	55	51	(4)	√	50	100%	√	24	90	√	50	50	√	90%	100%	√	
National Church Residences - Commons at Livingston <sup>3</sup>	60	66	69	3	√	63	105%	√	24	45	√	59	68	√	90%	100%	√	
National Church Residences - Commons at Third <sup>3</sup>	60	66	67	1	√	63	105%	√	24	46	√	59	65	√	90%	100%	√	
National Church Residences - VOAOL Van Buren Village	60	66	64	(2)	√	59	98%	√	24	34	√	59	61	√	90%	95%	√	
Veterans Affairs - VASH I-X	364	N/A	381	N/A	N/A	355	98%	√	N/A	48	N/A	N/A	365	N/A	N/A	96%	N/A	
YMCA - 40 West Long Street	105	116	120	4	√	100	95%	√	24	47	√	104	112	√	90%	93%	√	
YMCA - Franklin Station <sup>2</sup>	75	83	80	(3)	√	77	103%	√	24	70	√	75	78	√	90%	98%	√	
YMCA - Isaiah Project	160	176	160	(16)	√	136	85%	≠	18	14	≠	158	144	√	90%	93%	√	
YMCA - Scattered Sites HOME <sup>3</sup>	50	55	66	11	√	62	124%	√	21	20	√	50	62	√	90%	94%	√	
YWCA - WINGS	91	100	91	(9)	√	89	98%	√	24	41	√	90	90	√	90%	100%	√	

<sup>1</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

<sup>2</sup> Occupancy exceeds 100% due to project serving homeless individuals in non-homeless units or eligible roommates/couples or project is able to increase census due to funding availability.

<sup>3</sup> Funding allows over leasing.

PERMANENT SUPPORTIVE HOUSING/TRANSITIONAL HOUSING		Households Served				Program Occupancy Rate			Housing Stability (Months)			Successful Housing Outcomes <sup>1</sup>						
7/1/2019 - 12/31/2019		Capacity	Goal (#)	Actual (#)	Variance	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement
<b>PERMANENT SUPPORTIVE HOUSING</b>																		
Community Housing Network - Family Homes		10	11	10	(1)	√	95%	100%	√	24	32	√	10	10	√	90%	100%	√
Community Housing Network - Wilson		8	9	8	(1)	√	95%	100%	√	24	95	√	8	8	√	90%	100%	√
VOAOI - Family Supportive Housing		38	42	41	(1)	√	95%	89%	≠	24	46	√	38	40	√	90%	100%	√
<b>PERMANENT SUPPORTIVE HOUSING RENTAL ASSISTANCE</b>																		
Amethyst/Alvis - SRA/TRA		52	57	43	(14)	≠	100%	75%	≠	24	64	√	51	41	≠	90%	95%	√
Equitas Health - TRA		89	98	92	(6)	√	100%	98%	√	24	112	√	88	90	√	90%	100%	√
Community Housing Network - TAY Marsh Brook Place <sup>3</sup>		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Community Housing Network - SRA <sup>2</sup>		208	229	180	(49)	≠	100%	77%	≠	24	47	√	206	174	≠	90%	97%	√
Community Housing Network - TRA		171	188	150	(38)	≠	100%	83%	≠	24	62	√	169	149	≠	90%	100%	√
Community Housing Network - TRA 2		20	22	18	(4)	≠	95%	75%	≠	15	10	≠	20	17	≠	90%	94%	√
YMCA - 40 West Long Expansion SRA		38	42	36	(6)	≠	100%	95%	√	24	42	√	38	36	√	90%	100%	√
Total Rental Assistance		578	636	518	(117)	≠	100%	83%	≠	24	63	√	572	506	≠	90%	98%	√
<b>TRANSITIONAL HOUSING</b>																		
Huckleberry House - TLP		24	39	32	(7)	≠	98%	92%	≠	10	9	√	8	7	√	77%	70%	≠
Huckleberry House - TLP RHY		7	9	11	2	√	98%	100%	√	12	6	√	1	3	√	77%	75%	√
Homeless Families Foundation - TAY Transition to Home <sup>3</sup>		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
VOAOI - Veterans <sup>4</sup>		36	100	111	11	√	95%	89%	≠	4	2	√	39	44	√	77%	55%	≠

<sup>1</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

<sup>2</sup> Community Housing Network - SRA and SRA 3 programs were combined starting 7/1/2019.

<sup>3</sup> YHDP project to start operating during second half of FY2020.

<sup>4</sup> Project capacity decreased from 40 to 36 effective October 2019.

RAPID RE-HOUSING	New Households Served			Total Households Served			Average Length of Shelter Stay			Average Length of Participation			Successful Housing Outcomes <sup>3</sup>						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) <sup>1</sup>			
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	
7/1/2019 - 12/31/2019																									
Homeless Families Foundation - Rapid Re-housing <sup>2</sup>	93	85	✓	139	133	✓	28	42	≠	100	89	✓	84	46	≠	90%	70%	≠	\$800	\$710	✓	90%	59%	≠	
Homeless Families Foundation - TAY Transition to Home <sup>5</sup>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Homeless Families Foundation - TAY RRH <sup>2,6</sup>	N/A	62	N/A	N/A	62	N/A	N/A	37	N/A	N/A	51	N/A	N/A	2	N/A	90%	17%	N/A	N/A	0	N/A	N/A	0%	N/A	
The Salvation Army - Rapid Re-housing <sup>2</sup>	83	80	✓	120	100	≠	28	41	≠	100	70	✓	75	35	≠	90%	63%	≠	\$1,800	\$1,909	✓	90%	48%	≠	
The Salvation Army - Job2Housing <sup>2</sup>	32	37	✓	62	78	✓	28	37	≠	180	129	✓	29	29	✓	90%	94%	✓	N/A	\$4,408	N/A	N/A	92%	N/A	
VOAOI Families - Rapid Re-housing <sup>2</sup>	38	34	✓	62	58	✓	28	34	≠	100	94	✓	34	31	✓	90%	86%	✓	\$800	\$974	≠	90%	89%	✓	
YMCA - Rapid Rehousing <sup>2</sup>	500	433	≠	830	826	✓	35	38	✓	90	98	✓	318	295	✓	60%	50%	≠	\$1,200	\$1,132	✓	50%	40%	≠	
YMCA - Rapid Rehousing DV <sup>2,6</sup>	55	71	✓	55	71	✓	N/A	25	N/A	N/A	46	N/A	0	12	N/A	60%	48%	N/A	N/A	\$1,226	N/A	N/A	19%	N/A	
CSB - Transition Program - Family	N/A	N/A	N/A	120	58	≠	N/A	N/A	N/A	N/A	N/A	N/A	118	57	≠	98%	98%	✓	\$1,600	\$1,579	✓	98%	98%	✓	
CSB - Transition Program - Single	N/A	N/A	N/A	550	309	≠	N/A	N/A	N/A	N/A	N/A	N/A	539	292	≠	98%	94%	✓	\$1,000	\$939	✓	98%	94%	✓	

PREVENTION	New Households Served			Total Households Served			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>						Usage of CSB DCA (Average \$)			Usage of CSB DCA (%) <sup>1</sup>					
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement			
7/1/2019 - 12/31/2019																								
Gladden Community House - Family Homelessness Prevention	112	107	✓	162	178	✓	120	91	✓	91	123	✓	85%	87%	✓	\$1,100	\$1,640	✓ <sup>4</sup>	60%	76%	✓			
Gladden Community House - FCCS Prevention	40	25	≠	45	33	≠	120	81	✓	34	19	≠	85%	100%	✓	\$1,000	\$1,262	✓ <sup>4</sup>	80%	100%	✓			
HFF Pregnant Women Homelessness Prevention	18	23	✓	38	38	✓	365	190	✓	13	12	✓	85%	86%	✓	\$3,500	\$3,738	✓	60%	89%	✓			

SSVF - Supportive Services for Veteran Families	New Households Served			Total Households Served			Average Length of Shelter Stay (Days) <sup>2</sup>			Average Length of Participation (Days)			Successful Housing Outcomes <sup>3</sup>						Usage of SSVF DCA (%) <sup>1</sup>				
	Goal (#)	Actual (#)	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal	Actual	Outcome Achievement	Goal (#)	Actual (#)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement	Goal (%)	Actual (%)	Outcome Achievement		
7/1/2019 - 12/31/2019																							
LSS - SSVF Rapid Re-housing <sup>2</sup>	55	41	≠	85	59	≠	25	37	≠	100	85	✓	44	30	≠	80%	79%	✓	80%	76%	✓		
VOAOI - SSVF Prevention	13	31	✓	27	68	✓	N/A	N/A	N/A	90	124	≠	11	50	✓	90%	93%	✓	80%	96%	✓		
VOAOI - SSVF Rapid Re-housing <sup>2</sup>	102	115	✓	152	190	✓	25	40	≠	100	150	≠	82	90	✓	80%	84%	✓	80%	85%	✓		

<sup>1</sup> Households that exited successfully without accessing DCA are excluded from calculation.

<sup>2</sup> Households were excluded from ALOS measure if they still resided in emergency shelter at the time of the report. For Job2Housing, ALOP including pregnant women is 178.

<sup>3</sup> Starting 7/1/15, Successful Housing Outcomes include permanent exits to family. Starting 7/1/18, Successful Housing Outcomes include permanent exits to friends.

<sup>4</sup> Funding availability allows for the average DCA amount to exceed the goal.

<sup>5</sup> YHDP project to start operating during second half of FY2020.

<sup>6</sup> Project started operating during this period.



355 e. campus view blvd. | columbus, ohio 43235  
614 221 9195/ main | 614 221 9199/ fax | www.csb.org



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